



City of Raleigh

Development Services Department



Welcome!



Development Services Advisory Committee (DSAC)

Co-Chairs:

- Tom Anhut | Anhut Properties, LLC
- Scott Cutler | Brasfield & Gorrie, LLC

DSAC Mission:

To review administrative policies and procedures to ensure consistent compliance with the City's development standards, while proposing new ways to do so in measurable, predictable, transparent, cost-effective, seamless and efficient ways that provide the level of services that customers define.

Development Services Department | Overview

Role of Development Services



What is the role of Development Services (DS)?

We are a one stop resource for all development reviews, inspections, and permits from initial application through certificate of occupancy.

This is accomplished through the reasonable application of:

- North Carolina Construction Codes
- Raleigh Unified Development Ordinance (UDO)

We also operate the Customer Service Center and coordinate the independent review of all development-related departments.



Mission

To continually build and maintain a strong and effective department that remains focused on providing superior customer service. The department will partner with the development community to promote and ensure a development process that is efficient, equitable, reasonable, cost effective, and predictable, all while promoting the economic prosperity of the city, as well as safety, usability, and sustainability in the built environment.

Leadership & Administration



Leadership

- Tom Hosey | Development Services Director
- Hamid Dolikhani | Assistant Director
Building & Safety Division Manager

Administration

- Michelle Daniels | Fiscal Manager
- Katie Dombrowski | Communications Analyst
- Roben Dent | Executive Management Coordinator
- Vacant | Training & Development Analyst

Organizational Chart



Administration Division - Tom Hosey, Director

Business Support Division

4th floor | OEP

Cesar Sanchez, Manager

Customer Service Center
Bradley Kimbrell, Manager

Erin Crouse,
Express Services Supervisor

Sandra Hodges,
Process Services Supervisor

Kim Pruitt
Senior Tech | Land

Tasha McDowell
Senior Tech | Building

Chevy Edwards,
Customer Support Supervisor

Business Processes & Analysis
Gary Stambaugh, Principal

Records
Lisa Coombes, Manager

Project Advocacy
James Marapoti, Manager

Land Development Division

5th floor | OEP*

Vacant, Manager

Engineering
(Plan Review, Inspections
and Right-of-Way)
Kenneth Ritchie, Manager

Eric Battle,
Inspections Manager
*Central Ops Facility

Daniel King,
Plan Review Manager

Noah Otto,
Right-of-Way Services Manager

Current Planning
Alysia Bailey-Taylor,
Manager

Justin Rametta,
Senior Planner

Walt Fulcher,
Senior Planner

Martha Lobo,
Acting Senior Planner

Building & Safety Division

5th floor | OEP*

Hamid Dolikhani, Assistant Director

**Commercial Inspections
& Review**
Leon Skinner,
Chief Building Official

Bryan Robinson,
Chief Building Inspector

Donald Irwin,
Permit Manager

Code Compliance
Jack Newsome,
Chief Code Compliance Inspector

**Residential Inspections & Plan
Review**
Jason Ruff,
Chief Residential Inspector
*Litchford

*2nd floor

Jay Daunoy,
Chief Electrical Inspector

Dick Flowers,
Chief Mechanical Inspector

Jerry Fraker,
Chief Plumbing Inspector

*unless otherwise noted

How We're Connected



Development Management Team



Cesar Sanchez DMT Facilitator

Development Services

Alysia Bailey-Taylor | Current Planning Manager
Kenneth Ritchie | Engineering Manager
Bradley Kimbrell | DSCSC Manager
Jason Ruff | Chief Residential Inspector
Donald Irwin | Permit Manager
James Marapoti | Project Advocacy Manager

Parks, Recreation, & Cultural Resources

Zach Manor | Urban Forester

Engineering Services

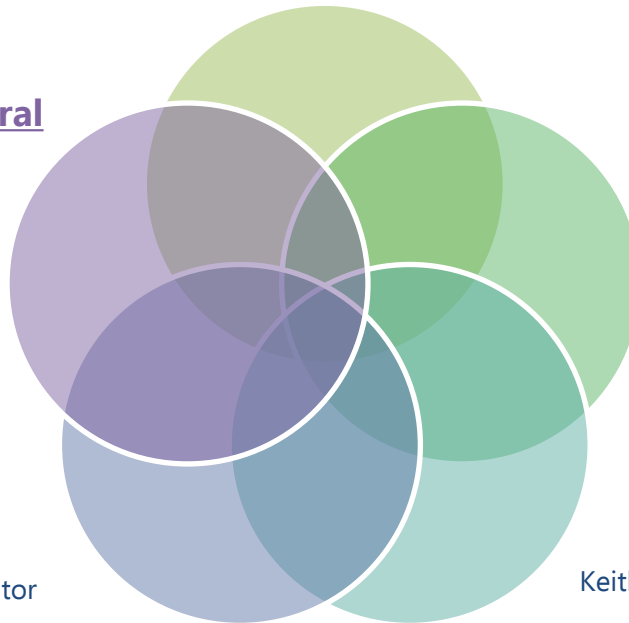
Ben Brown | Stormwater Administrator

Fire

Steve Berry | Assistant Fire Marshal

Public Utilities

Keith Tew | Interim Development Review Manager



History



2007

- Development Services Group established

2008

- Implemented comprehensive online Development Services Guide (DSG)
- Established the Development Services Advisory Committee (DSAC)

2010

Established:

- DS Customer Service Center
- Plan review benchmarks in collaboration with DSAC
- Individual responsible for official interpretation of each regulatory discipline
- Process for internal policy interpretation within a specified timeframe
- DSAC parameters for "Project Coordinator" service
- Submittal requirements/keys-to-success for all review functions
- Development Management Team (DMT)

History



2015

- Development Services Department established and organized to improve customer service and streamline business processes



Roles & Initiatives

Roles & Initiatives



Business Support Division

Cesar Sanchez | Business Support Division Manager

Customer Service Center

Bradley Kimbrell | Development Services Center Manager

Responsible for permitting & plan intake, Express Review/Face-to-Face Services, Call Center, and Cashiering.

- Sandra Hodges | Process Services Supervisor
- Erin Crouse | Express Services Supervisor
- Chevy Edwards | Customer Support Supervisor

Project Advocacy

James Marapoti | Project Advocacy Manager

Provides one point of contact throughout a project's lifecycle to help facilitate complex development projects and proactively track milestones.

- Chip Shankle | Project Coordinator
- Johnny Johnston | Project Coordinator

Projects
NCSU Gregg Museum
400H Hillsborough St.
Rex Heart Vascular Building
Roman Catholic Cathedral
Smokey Hollow mixed use & bridge
Stone's Warehouse
Raleigh Union Station
Fire Stations Replacement/Renovations
Washington Terrace
Southeast YMCA
501 Fayetteville, FNB Tower
One & Two Glenwood
Pine Hollow Middle School



Business Process & Analysis

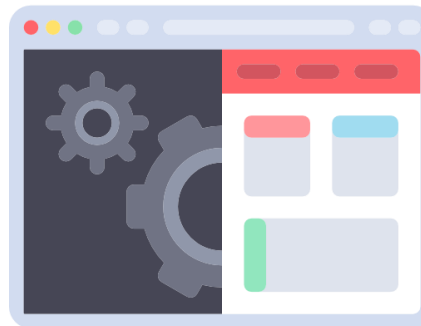
Gary Stambaugh | Principal Business Process Analyst

Serves as the Department's IT resource for system administration, requirements analysis, business process streamlining, and data analysis & reporting.

Records Management Unit

Lisa Coombes | Records Manager

Responsible for management of DS records, including permits and construction plans during and after review. The unit also assists with internal and external records requests.



Business Support Division | Initiatives

- Express used to be strictly for building review, now almost anything can be done via Express Services
- Concurrent Site Review—previously ICP and final Site—two separate processes at different times
- Updated permit applications and checklists
- Pre-application now required for a number of processes to eliminate confusion
- Senior Techs (Land and Building)
- Express scheduling tool



Roles & Initiatives



Development Review Process

Preliminary Subdivision Review (S)

Required when creating additional lots or extending new Public Right-of-way.

1. Ten-day review cycle.

PREREQUISITES: Pre-submittal conference

DELIVERABLES: After completed staff review, an AA document will be issued to begin the 30-day appeal period. This AA document must be affixed to subsequent Concurrent Site reviews.

CANNOT OCCUR DURING THE APPEAL PERIOD

1. New plat recorded
2. Building permit issued

EXPRESS OPTION: First cycle must be standard review, then can switch to Express

Administrative Site Review (ASR)

1. All site plans must go through the ASR review prior to submitting for site or building permits.
2. If associated with a preliminary subdivision, submittal cannot occur until one subdivision review cycle is completed.
3. Ten-day review cycle.

PREREQUISITES: If a site plan is associated with a pending preliminary subdivision with shared storm water devices, the subdivision must have the AA document approved (does not have to be issued) prior to ASR submittal.

DELIVERABLES: After completed staff review, an AA document will be issued to begin the 30-day appeal period. This AA document must be affixed to subsequent (ASR) Concurrent Site reviews.

CANNOT OCCUR DURING THE APPEAL PERIOD

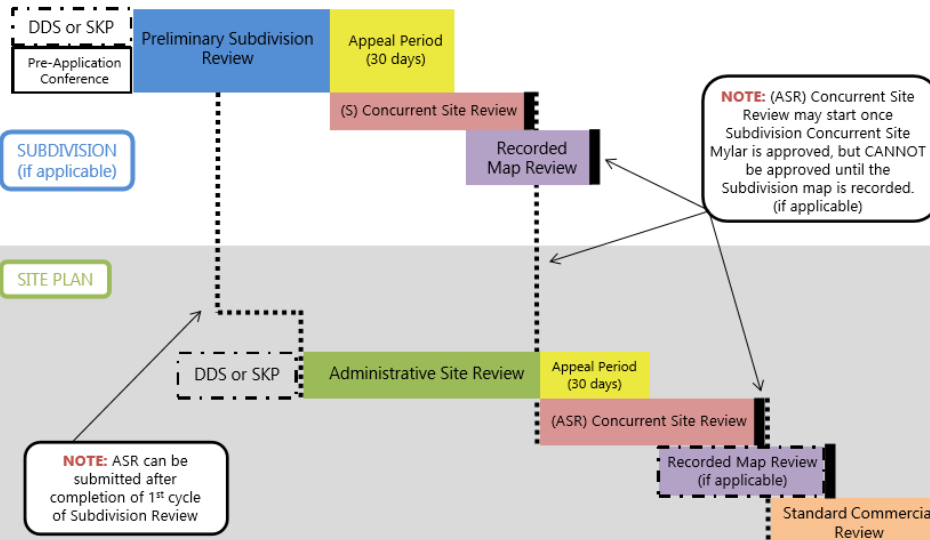
1. Building permit issued

EXPRESS OPTION: First cycle must be standard review, then can switch to Express

When is a Project a Plot Plan?

A project is a plot plan when the **new required parking**, notwithstanding any variance, credit, nonconformity, exception, special vehicle parking provision, vehicular parking reduction or the existence of any surplus parking does not increase by 10 spaces or 10%, whichever is less, of the **existing required parking**. Required parking is determined in Article 7.1 of the UDO and applies to construction, reconstruction, addition, repair, alteration or change of use of any building, structure or parking facility.

All other projects are a **SITE PLAN**, and shall begin with the ASR process.



Recorded Map Review

1. Blueline review(s) required, then mylar review.
 - a. Single Track: Blueline cycle (5 days) Mylar cycle (3 days).
 - b. Multi Track: Blueline cycle (10 days) Mylar cycle (5 days).
2. Submittal can occur once Concurrent Site is ready for Mylar reviews.

PREREQUISITES:

1. All applicable site approvals and legal documents executed.

DELIVERABLES:

1. Approved map for recordation.
2. Plat must be recorded within 14 days with Wake County.
3. Approved plat and all legal documents must be returned one day after Wake County recording.

EXPRESS OPTION: First cycle must be standard review, then can switch to Express

Concurrent Site Review

1. Blueline review(s) required, then mylar review.
2. Ten-day review cycle.

APPLICABLE IF:

1. Public infrastructure is required.
2. A grading permit is required for disturbances greater than 12,000 square feet.
3. Any shared storm water devices.
4. Private improvements in the Right-of-way.
5. Any easements that require Recordation.
6. Tree conservation areas are required.

CONCURRENT SITE FOR SUBDIVISION: Submittal can occur once preliminary subdivision AA document is issued.

CONCURRENT SITE FOR ASR:

If project is associated with new subdivision, (S) Concurrent Site mylar must be approved prior to submitting. If not subject to a new subdivision, submittal can occur once ASR AA document is issued.

DELIVERABLES:

1. Approved construction mylars.
2. Applicable site permits.

EXPRESS OPTION: First cycle must be standard review, then can switch to Express.

Standard Commercial Review

If Concurrent Site approval is applicable, then initial standard submittal CANNOT occur until Concurrent Site Mylar is approved and attached.

NOTE: Standard Review submittal CAN occur prior to Map Recordation (if applicable) AND prior to appeal period ending—however permits CANNOT be issued.

GATEKEEPING REQUIRED FOR STANDARD REVIEW:

1. New Construction
2. Additions
3. Change of Use

DELIVERABLES:

1. Approved plans for construction.
2. Applicable project permits.

EXPRESS OPTION: Commercial building Express Review Thresholds apply to New Construction projects: See policy for eligibility of Express Services.



Land Development Division | Engineering

Kenneth Ritchie, PE | Engineering Manager

Responsible for providing review, permitting, inspections, and acceptance of public infrastructure construction and work within public rights-of-way associated with development and private utility projects.

- Eric Battle | Engineering Inspections Manager
- Daniel King, PE | Engineering Plan Review Manager
- Noah Otto | Right-of-Way Services Manager

Initiatives

- Combining of Engineering Review and Engineering Inspections
- Creation of the Right-of-Way Services workgroup
 - Streamlining the Right-of-Way Obstructions process
- Establishment of Engineering Program in the Development Services Department
- Implementation of GIS for process enhancement, starting with the tracking of Right-of-Way Obstructions
- Revised Public Infrastructure Acceptance Process
- Multi-departmental Memorandums of Understanding (MOUs) for Public Infrastructure Acceptance and Design Adjustments

Roles & Initiatives



Land Development Division | Current Planning

Alysia Bailey-Taylor | Current Planning Manager

Responsible for the implementation of the city's Unified Development Ordinance (UDO) as it pertains to development activity.

- Justin Rametta | Senior Planner
- Martha Lobo | Acting Senior Planner
- Walt Fulcher | Senior Planner

Development Review Workgroup

- Preliminary Site Plan & Subdivision Review
- Final Plat Review
- Legal Document Processing

Permit Review & Zoning Compliance Inspections Workgroup

- Plot Plan & Permit Review
- Sign Permit Review
- Site Compliance Inspections

Process Improvements

- Administrative Approval (AA) Process
- Weekly Audits (Evaluation of Quality & Consistency)
- Current Planning Customer Service Representative (Centrally Located)



Roles & Initiatives



Building & Safety Division

Hamid Dolikhani | Building & Safety Division Manager

Commercial Inspections

Leon Skinner | Chief Building Official

- Donald Irwin | Commercial Plans Review/Permit Manager
- Bryan Robinson | Chief Building Inspector
- Jay Daunoy | Chief Electrical Inspector
- Dick Flowers | Chief Mechanical Inspector
- Jerry Fraker | Chief Plumbing Inspector

Code Compliance

Jack Newsome | Chief Code Compliance Inspector

- Expired permits
- Construction complaints
- Unpermitted work
- Unsafe structures



Residential Inspections & Plan Review

Jason Ruff | Chief Residential Inspector



Building & Safety Division | Initiatives

- Chief Building Official and Assistant Chiefs as central point of contact
 - Next Day Inspections
 - Addition of two multi-trade level III plan reviewers
 - Special Projects Team
 - Pre-Con Checklist
 - State level ad-hoc committee assignments for trade chiefs
 - Conditional Service Fee
-
- Residential Division
 - Two-hour inspection window program
 - ICC/NCDOI accredited continuing education program

Roles & Initiatives | Matrix



Fire Department

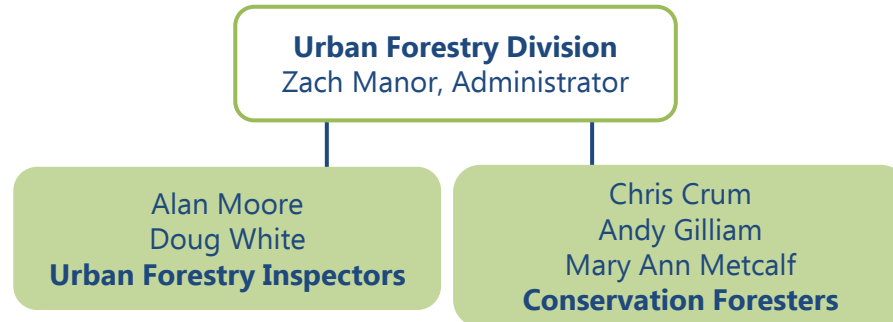
- Weekly meetings to improve consistency amongst staff and customer service
- Additional, experienced staff in place for face-to-face reviews





Parks, Recreations & Cultural Resources Department

- Establishment of a dedicated development group
- Improvements in the permitting and inspections process

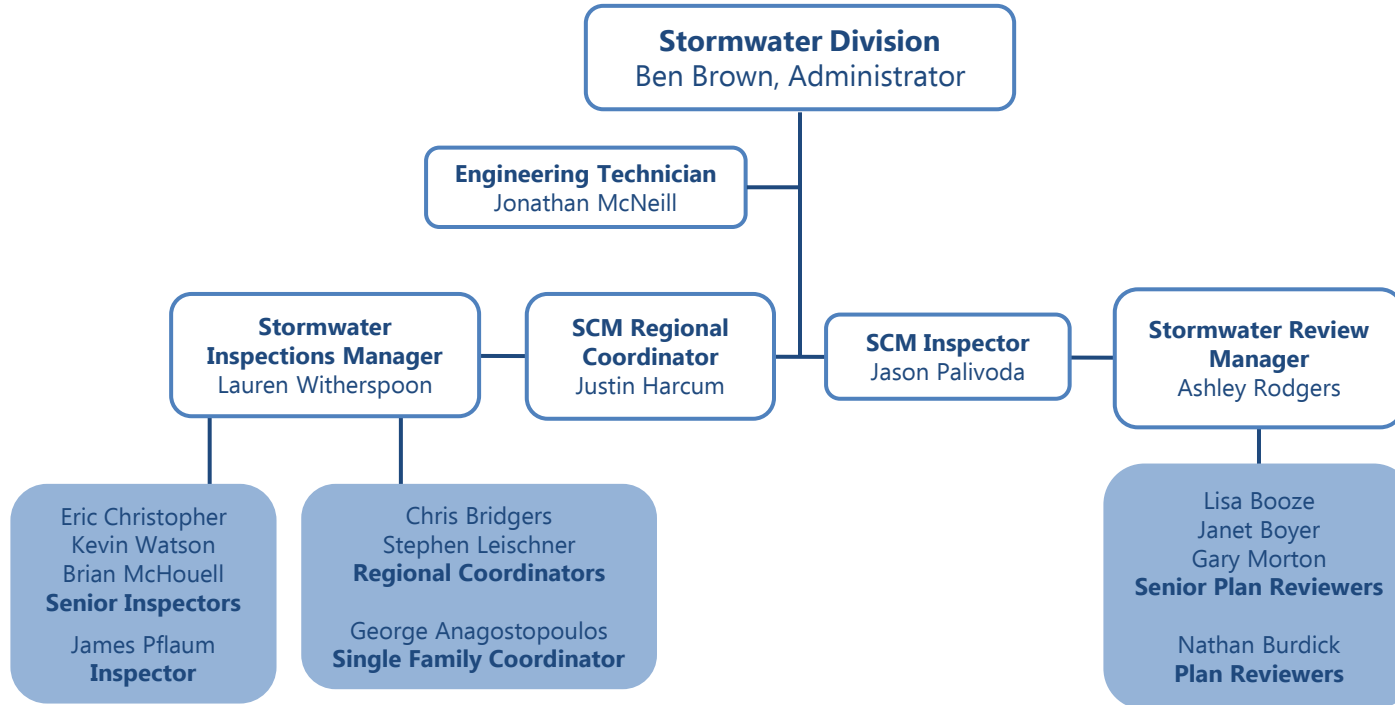


Roles & Initiatives | Matrix



Engineering Services Department

- Increased communication between review and inspection staff (now co-located)
- Locked template for Stormwater Maintenance Covenant

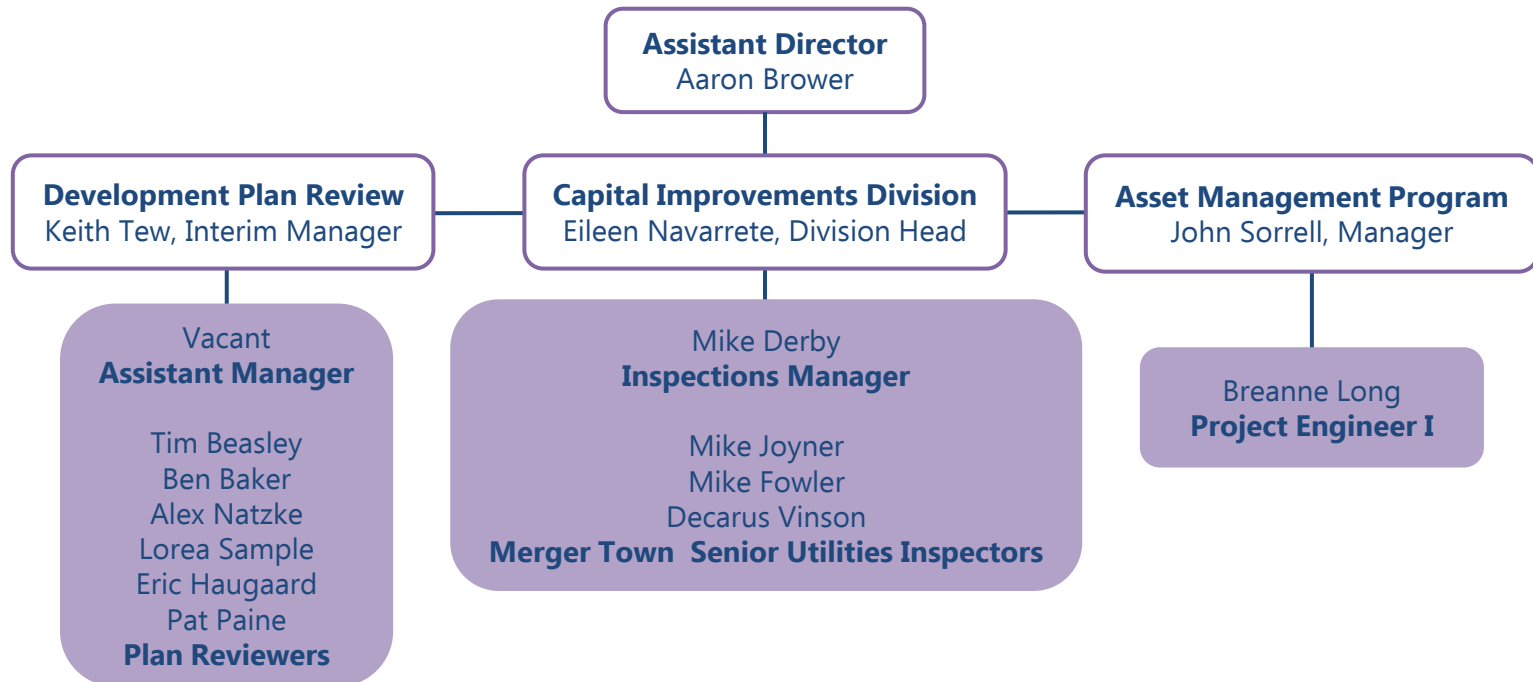


Roles & Initiatives | Matrix



Public Utilities Department

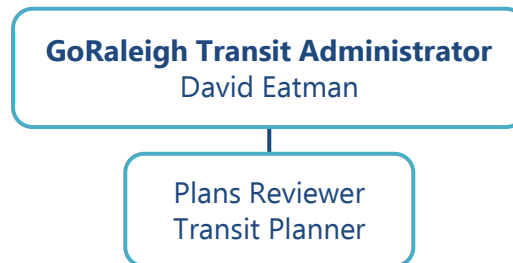
- Urban pipeline reimbursement program
- Regular meetings between plan review staff and field staff





Transportation Department | Transit

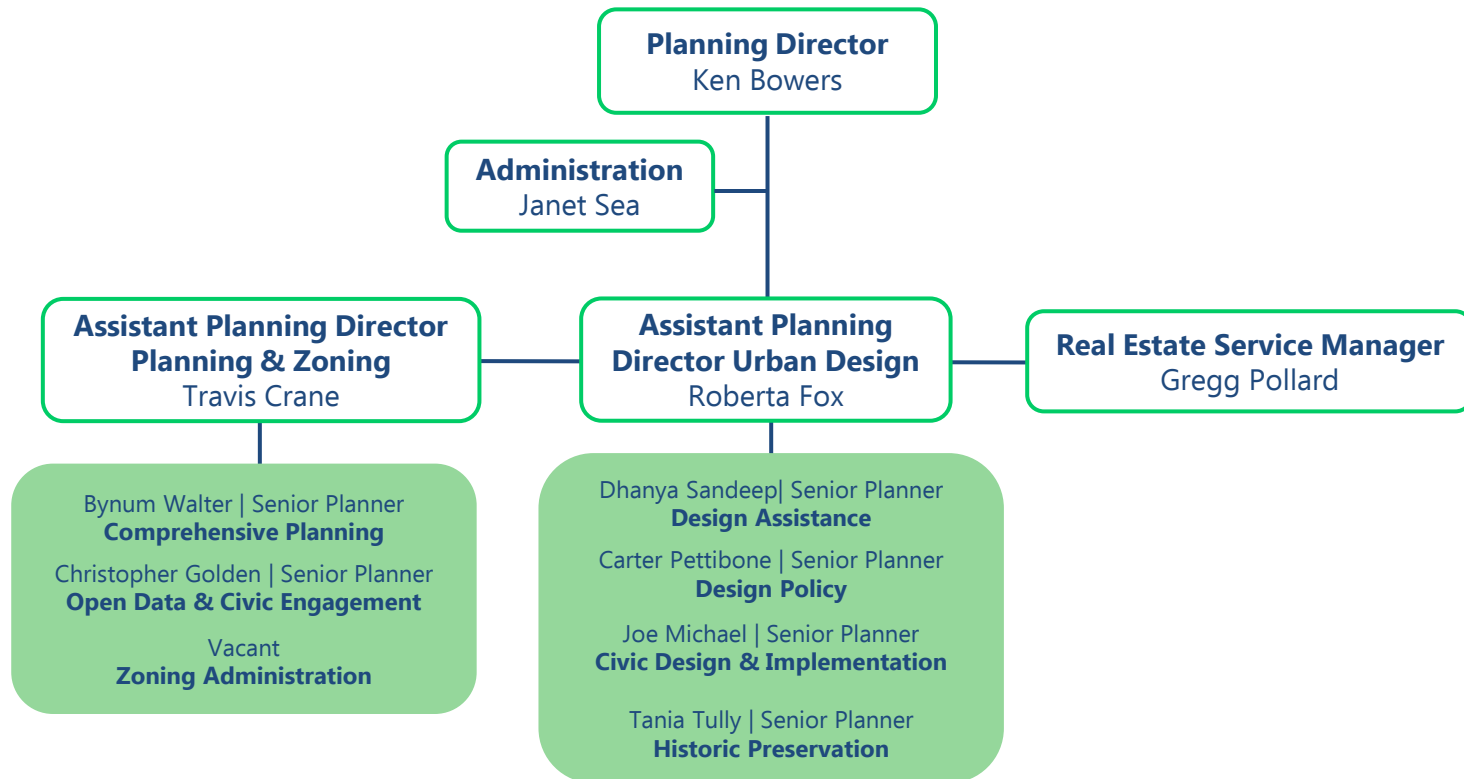
- GoRaleigh Transit Planner reviews site plans:
 - For consistency with public transportation components of the UDO
 - To maximize coordination with developers at the site plan review stage
- This ensures that investments in public transit services are compatible with future development.



Roles & Initiatives



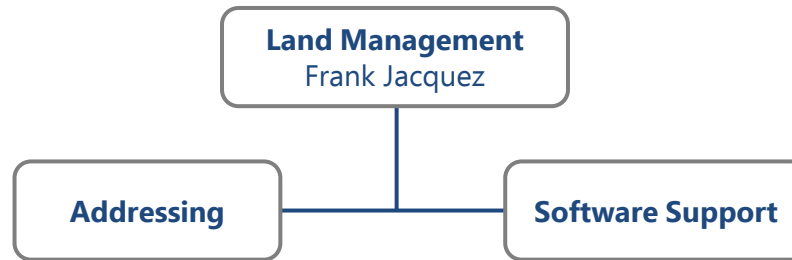
City Planning Department



Roles & Initiatives



Information Technology Department



Upcoming Initiatives & Improvements

(to the development process)

Upcoming Initiatives & New Services



- Electronic plan submittal, review, & approval
- EnerGov implementation
- Express reviews
 - Remote conferencing
 - Preliminary Subdivision
 - Administrative Site Review
 - DDS online tool
 - After-hours review
 - Additional services & slots
- Under Construction: New GPS/Inspection Routing

Upcoming Initiatives & New Services



- Bundle Site Review (Pilot—consolidation of Site processes)
- Updated applications, checklists, and forms
- Expansion of available locked forms
- Improve Primary Street Determination process
- Predefined review comments
- Improve Solid Waste review process
- Pump Station and Force Main Oversized Reimbursement

Regulatory Updates



Text Changes

- Raleigh City Council recently adopted a text change to the UDO that ties transit infrastructure investments, as part of the site plan review, to calculated trip generation numbers.
- Incorporated into Chapter 8 of the UDO in January 2018
- Will require easements, benches, shelters, and/or concrete pads where anticipated trip generation exceeds a pre-determined threshold along existing or planned transit routes.

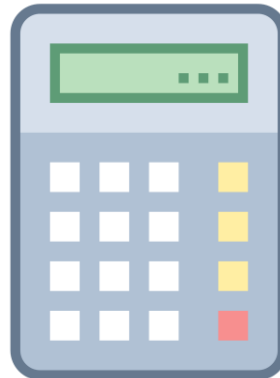
Green Stormwater Infrastructure (GSI)

- Allows you to include natural and constructed landscape features with traditional development.
- Addresses impacts that land development has on stream health and natural hydrology.
- Development plans with GSI features will be accepted beginning Nov. 6.

Breakout Demonstrations



- Building Permit Fee calculator | DEMO
- ODC Mobile | DEMO
- RoW Permit Fee calculator | DEMO



Online Development Center (ODC)



Project Summary – Graphical View

This page shows all the permits and inspections associated with a project. The page is divided into two parts. The left side of the page contains the selected project. The right side shows the status of each inspection.

[Home](#) [Plan Review](#) [Permits](#) [Inspections](#) [Administration](#)

Projects List

Subdivision / Lot #
Address
Proposed Work

CONVERSION DEVELOPMENT PLAN 0927
10420 SABLEWOOD DR
INT COMPL STE 102 / BRIER CREEK COTTAG

Project Details

Table View

Create a New Inspection

Not Scheduled

Scheduled

Approved

Part Approved

Rejected

Deleted

Building (130710) Active (Issued)	Framing	Insulation	Above Ceiling	Final	
Electrical (204560) Active (Issued)	Groundwork	Rough In	Above Ceiling	Temp Board	Final
Plumbing (132628) Active (Issued)	Groundwork	Rough In	Water & Sewer	Final	
Mechanical (174817) Active (Issued)	Rough In	Above Ceiling	Gas Piping	Final	
Fire Protection	Rough In	Final			

If you need help, please contact Development Services during normal working hours (8:00 AM TO 4:30 PM) at (919) 996-2500

[City of Raleigh](#) | [Disclaimer](#)

We look forward to
your feedback.

Thank you for coming!

